

the DIVERSITY DIALOGUE

WORKING AND WINNING TOGETHER FOR A BETTER COMMUNITY

SUMMER 2003

"We're All On The Same Team"

A NEWSLETTER FROM THE PHOENIX HUMAN RELATIONS COMMISSION AND THE CITY OF PHOENIX EQUAL OPPORTUNITY DEPARTMENT

DEVELOPMENTS & OPPORTUNITIES

in the Equal Opportunity Department

YOU HAVE A RIGHT TO FAIR HOUSING

by Carole Coles Henry, EO director



"We just rented the apartment."

"The owner decided not to sell."

"Sorry, we don't

have accommodations for wheelchair accessibility."

Has this ever happened to you, a friend or a loved one when you tried to rent an apartment or buy a house? We live in a city that does not tolerate discrimination in housing. But, according to the National Fair Housing Alliance, more than 99 percent of incidents of housing discrimination nationally go unreported. This is where the city of Phoenix Equal Opportunity Department comes in. The department enforces the Phoenix Fair Housing Ordinance and federal and state laws that protect everyone's right to buy, rent and live in the housing of their choice.

Fair housing is your right to rent, buy or obtain financing without discrimination. Illegal discrimination occurs whenever you are treated differently in your housing search because of your race, color, religion, sex, national origin, disability or the presence of children in your family.

How Can I Recognize Housing Discrimination?

Housing discrimination isn't always obvious. Here are some common examples of housing discrimination:

- Denying housing to qualified applicant(s), such as a landlord/manager who refuses to rent or sell housing, falsely saying "I must have misplaced your paperwork," or "The

owner decided not to sell."

- Applying different eligibility criteria to different groups or requiring higher security deposits or rent for members of different groups.
- Adults only. For example, potential tenants are informed that there are no apartments available for families or that there are no children allowed. Apartment complexes often unreasonably restrict children's access to privileges such as exercise rooms, pools and other amenities available to residents.
- Failure to make or allow for modifications to make living quarters accessible to tenants with disabilities.
- Steering. Potential tenants are directed to neighborhoods where minority or family tenants are clustered together or located in a selected section of a housing complex.

Fair Housing Tips

The key to not being a victim of discrimination is to practice simple preventive techniques. Use the following guidelines when you look for a place to live:

- Bring someone with you when you look for a home or apartment. This person may serve as a witness should you experience discrimination.
- Be aware of your surroundings. Be able to describe the housing and facilities you are shown. Notice other tenants and employees.
- Ask for a business card. If no card is available, write down the employee's

name, title and telephone number. It is important that you know to whom you are speaking.

- Ask for copies of rules and policies for the housing or apartment development. This is for your reference and could be evidence of an illegal housing practice.
- Ask for marketing materials. Compare this information with what was advertised or told to you regarding the housing you are seeking.
- Ask for the location of vacancies and the date you can move in. Many places have a layout map for this purpose. Compare this information to your housing needs.
- Pay close attention to what you are told. Be sure you understand what is said and avoid second-guessing.

Fair Housing continued on Page 3

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FROM RORY GILBERT *HRC Chair . . .*



This year is the 40th anniversary of the Phoenix Human Relations Commission. While we often focus on the road that still must be traveled, this is a great opportunity to reflect on where we've been. Forty years ago was

1963. The South was a hotbed of civil rights activity that captured the attention of the nation. There was no civil rights act, no fair housing act and in Arizona, restrictions were still in place on access for people of color to many public facilities. The Human Relations Commission that formed at that time held a profound and essential charge for the city of Phoenix. How could it translate the voices being heard throughout the nation to the actions of a sleepy little western town. And while our "town" is no longer sleepy, we, the Human Relations Commission, still take our responsibility very seriously -- to assure equal access and opportunity for the residents of Phoenix. The Human Relations Commission works to:

- Educate employees and residents about the value of our multicultural community ("*We're All On The Same Team*")
- Monitor effectiveness of actions to ensure business diversity (Business Development Committee)
- Review specific situations as they arise and recommend actions (Updates from police, city employees and community)
- Recognize the efforts of our fellow Phoenicians to promote the promise of an egalitarian society (Dr. Martin Luther King Jr. Awards Committee)
- Celebrate our many communities as one! (One Phoenix, One People! Festival)

Join us this year as we celebrate our 40th anniversary and hear our story from past commissioners as we come together to learn, grow and continue the course that allows all of us to live in Phoenix with dignity.

DIVERSITY TASK FORCE *Update!*

by Bob Wingenroth, city auditor



City of Phoenix departments have been actively implementing "year two" of the Diversity Task Force recommendations. Much of their work is focused on "internal improvements" in areas such as recruitment, training and promotions. At the same time,

Phoenix departments are taking innovative approaches to promote the spirit of diversity when delivering service to the community. Here are a few examples of this exciting work.

In June, the Equal Opportunity Department held the Ability Counts Job Fair with 27 employers represented. More than 900 people attended this successful event.

The Human Services Department hosted the Jewels of the World Diversity Conference last winter. Nearly 500 Head Start teachers and caseworkers learned about children's view of differences, multicultural music and diversity in the workplace.

"Serious Confetti: Many Colors, Much Joy, Many Meanings" programs were celebrated by the Library Department last spring. More than 2,000 people caught a glimpse - through literature and the performing arts - of the rich and complex confetti of ideas in our diverse community.

The Phoenix Municipal Court offers interpreting services in 65 languages including American sign language!

How to Celebrate Neighborhood Diversity workshops were presented last fall by the Neighborhood Services Department. Residents explored the differences that enrich life and strengthen our community.

Our Police Department has partnered with the Refugee Community to form the Refugee Advisory Council on Crime. Both groups become familiar with each others' customs and work together to create a safe environment within the community.

Last, but certainly not least, the Youth and Education Programs Office developed the Youth Diversity Grants Initiative. This program provides grants of up to \$12,000 each to middle and high schools to enhance or implement diversity activities. Last year, nearly \$60,000 was awarded to six schools.

The people that work at the city of Phoenix have a passion for keeping the spirit of diversity alive in our community!

RACE EQUALITY WEEK: *Sept. 29 - Oct. 4, 2003*

The National League of Cities (NLC) has designated Sept. 29 to Oct. 4, as the third annual Race Equality Week, a time to reaffirm our commitment to eliminating all forms of racism in our communities. According to John DeStefano, NLC president, solving racial issues means moving

from being part of the problem to becoming part of the solution. Racism, he says, is a major problem for America's cities and towns. He adds that cities must continue to take steps to heal the nation through awareness and affirmative action.

The purpose of this week is twofold:

to spotlight the issue of racism and the problems to which many are still subjected and to showcase the efforts of cities across the country to promote racial equality.

Phoenix will celebrate Race Equality week with a mayoral proclamation and a reception.

"Be the change you want to see in the world" – Mahatma Gandhi

WE'RE ALL ON THE SAME TEAM

Bids Farewell To Dr. Steve Hennessy

I. Godwin Otu, EO specialist

On July 11, Dr. Steve Hennessy, one of the supporters of the *We're All On The Same Team* (WAOTST) Diversity program in the city of Phoenix, retired from city employment. But knowing Steve, a recipient of the Dr. Martin Luther King Jr. award in 2003, he probably will be busy promoting human and civil rights. Prior to his departure from the city, the WAOTST department liaisons joined with the Phoenix Human Relations Commission and the Equal Opportunity Department to host a

reception in Steve's honor following the *Faces of Diversity* Brown Bag presentation on June 27. He was presented with a plaque in appreciation of his service and devotion to the city's diversity efforts.

A big "thank you" goes to all the department liaisons who worked hard to make it possible for the group to honor Dr. Hennessy.

The brown bag cultural presentation featured two cultural dance groups. The first group, *Folklorico Lindo-Y-Querido*



Dr. Hennessy accepting plaque from Cecilia Rios, Phoenix Civic Plaza

performed Flamenco dances from Spain and regional dances from Veracruz, Jalisco and Chiapas. The second group consisted of young dancers from Arathi School of India who thrilled the audience with traditional Indian dances. At the end of the performances, the audience was invited to the reception for Dr. Hennessy. Steve will be missed and I wish him well in his retirement.



l-r Assistant Police Chief Jack Harris; Phoenix Police Chief Harold Hurtt; EOD Director Carole Coles Henry; Steve Hennessy; Cecilia Rios, Phoenix Civic Plaza; RJ Shannon, member, Phoenix Human Relations Commission, and co-chair, "We're All On The Same Team" committee.

Fair Housing continued from Page 1

If you are denied housing services, ask for the reason in writing. If a written reason is not given to you, write down what you are told. Also, record a detailed account of your experience and ask the person with you to do the same. While it is still fresh in your mind, write down your account of the incident, using dates, words and phrases as much as you can. Documentation is the key to proving a discrimination case.

We Are Ready to Help

If you have applied for housing within the Phoenix city limits in the past year and think your rights have been violated, call us at 602-262-7486, 602-534-1557/TTY or visit our office at 251 W. Washington St., seventh floor. The Equal Opportunity Department is ready to help with any problem of housing discrimination. Trained staff will review

your complaint with you and determine if it is a violation of fair housing laws. We also are online at phoenix.gov/EMAIL/svdiscrim.html or phoenix.gov/CITZASST/housetip.html for further information.

Fair Housing Workshops

Our staff also works to eliminate housing discrimination by educating residents on fair housing throughout the year. The next workshop will be at 6 p.m. Thursday, Oct. 30, at Phoenix City Hall, 200 W. Washington St., first floor assembly rooms. The free workshop covers the rules of fair housing and discusses how fair housing practices apply to houses, apartments, condominiums and mobile home parks.

We Are Committed to Fair Housing

It is our intent to provide all residents of Phoenix an equal opportunity to

obtain fair housing. Equal housing opportunity is our year-round commitment. As one of the few cities in Arizona that has a Fair Housing Ordinance, Phoenix has been a pioneer in fair housing enforcement and has been successful in developing public trust in its ability to resolve complaints.

The Equal Opportunity Department staff is dedicated to partnering with residents, business associates and organizations that support our fair housing efforts. Our community is better when we all work together. A person's home is one of the most important possessions he or she will ever have, and we are making it our business to give residents every opportunity to obtain fair housing.

To reach the Equal Opportunity Department, call 602-262-7486/voice or 602-534-1557/TTY.

YOUTH DIVERSITY GRANTS INITIATIVE

2003-2004

by LaVonne Morris, Youth and Education Programs

The Phoenix Youth and Education Commission and the Human Relations Commission have awarded \$60,000 to seven local schools through the Youth Diversity Grants Initiative. These grants are the result of the December 2000 Youth Town Hall where youth proposed that the mayor and City Council establish a fund to help schools promote cultural diversity awareness. Students have said repeatedly that the best way to reduce violence, racism and intolerance is through on-campus diversity programs.

This year, 24 grant applications were received and evaluated by a panel of teens and adults from the Youth and Education Commission, Human Relations Commission and community groups. The panel evaluated proposals based on project quality; active involvement of students in proposal development and program implementation; staff qualifications, commitment and ability to execute the project; accountability in addressing school diversity issues; positive impact on the student body; and representation of all students on campus. At the end of the process, six schools were selected for their initiatives for the 2003-04 school year and will receive six grants totaling \$58,165 as follows:

Genesis Academy - \$8,400:

"Release the Fear." A series of workshops will be conducted that offer alternatives to prejudice and violence through education, art, awareness and understanding. The program will be incorporated with other activities such as Unity Day and Unitown, and will include a biweekly "Alternatives to Violence" program.

Kenilworth Elementary School -

\$12,000: "Bridging Gaps." This project will provide a series of diversity training sessions for faculty and staff, along with training for 5th through 8th grade students culminating in a series of monthly activities focused around chosen diversity themes.

Madison Park Elementary School -

\$7,951: "The Hello Project and Unity Beautification Project." This project includes a focus on a culture of the week, a festival of cultures and a unity beautification project that includes a mural and welcome garden highlighting the languages and cultures represented on campus.

Small Schools in Phoenix Union High School District – Bostrom, Suns-Diamondbacks Education Academy and Desiderata - \$11,400:

"Project Excel Small Schools 2003-2004 Multicultural/Diversity Plan." This project includes a series of team building challenge activities, diversity insight groups with guest speakers, lunch time forums and mentoring.

Finally, each school will work on projects centering on monthly cultural themes.

Sevilla West School - \$7,054:

"Eliminate Hate - Peer Mediate!" Funds will be used to enhance and strengthen existing Peer Mediation and Character Counts! programs through the use of instructional materials, training for students, incentives and family nights to highlight the activities and topics covered throughout the program.

W. R. Sullivan School and Arthur M. Hamilton School - \$11,360:

"American Mosaic: Exploring Cultural Diversity Through Music, Communication and Technology." This project will allow students to participate in programs that promote unity through music, cooperative groups, communication and a unity camp.

For more information on the grant awards, call the Phoenix Youth and Education Office at 602-495-0314/voice or 602-534-5500/TTY.



AMERICANS WITH DISABILITIES ACT

Public Notice

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990, the city of Phoenix provides persons with disabilities

equal access to its services, programs, and activities. The city of Phoenix will provide reasonable accommodations to persons with disabilities whenever

necessary to ensure their full participation. For more information, call the Equal Opportunity Department at 602-262-7486/voice or 602-534-1557/TTY.

INTERNATIONAL

Women's Day 2003

by Amy Mancuso, chair Phoenix Women's Commission



SUCCESS . . . that is the ultimate goal of any fundraising event. For the 12th year in a row, the International Women's Day

luncheon on March 13, at the Phoenix Civic Plaza continued the tradition. International Women's Day is celebrated worldwide to commemorate the struggle of women to improve their lives and is celebrated every March in Phoenix. This year's luncheon had nearly 1,500 attendees, a new record, and we raised more than \$31,270 for scholarships to be divided among 10 local colleges and universities. Included in the awards this year will be \$2,500 to ASU School of Public Affairs for the newly created Mary Ann Huerta Jenkins Fellowship. This is an annual award in tribute to a longtime Phoenix employee and ASU graduate who was dedicated to community service and women's issues. To date, the IWD scholarship fund has helped more than 400 local women in our community, giving them an

opportunity to continue their education and achieve their goals.

Susan Taylor, editorial director of *Essence* magazine, was this year's keynote speaker. She is the author of two best-selling books, *Lessons in Living*, and *In the Spirit: The Inspirational Writings of Susan L. Taylor*. There are no words to describe the impact of Taylor's keynote address. We knew we were in for something special just a few minutes into her speech. She held everyone captive until her final words, and the standing ovation and applause that lasted for minutes told the

whole story. We received numerous requests to bring her back, the highest compliment for any speaker. I am honored to have met this truly amazing woman. The Phoenix Women's Commission is busy planning for the 2004 event. We look forward to continuing the tradition of raising scholarship funds to help women in our community continue to grow and reach their dreams. For more information on IWD or how you can volunteer for the 2004 event, contact LaVina Horne at the Equal Opportunity Department, 602-261-8242/voice or 602-534-1557/TTY.



Susan L. Taylor, keynote speaker at International Women's Day event, meets with scholarship award recipients.

AUGUST 26 WAS

Women's Equality Day

by LaVina Horne, EO specialist

This year marks the 83rd anniversary of the passing of the 19th Amendment and women winning the right to vote. Aug. 26 was designated "Women's Equality Day" by President Jimmy Carter as a reminder of women's continuing quest for equality.

This commemoration encourages recognition of the continuing struggle to eliminate all forms of discrimination against women and acknowledgement of the women and men who are making a difference in our community.

The Women's Rights Movement, born on July 19, 1848, at a convention in Seneca Falls, N. Y., focused on the social, civil and religious conditions and rights of women. The idea for this convention can be credited to five women who met over tea on July 13, 1848, to discuss the conditions surrounding women in

American society. It is believed that they were inspired by the sovereignty of Iroquois women. A Declaration of Sentiments was drafted which began, "We hold these truths to be self-evident, that all men and women are created equal . . ."

The Declaration was signed by 100 women and men from all walks of life. Charlotte Woodward, then 19 years old, was the only one who lived to see women win the right to vote. Seventy-two years after the convention on Aug. 26, 1920, the 19th Amendment of the U.S. Constitution was finally ratified, granting voting rights to women nationwide.

Since that time, our society has undergone a huge transition. Women are breaking the glass ceiling, moving into executive suites and being elected legislators. Women's wages are improving.

According to Department of Labor statistics, women currently earn on the average \$.76 for every dollar their male counterparts earn. The number of women-owned businesses are increasing. Laws continue to change that affect women's rights related to abortion, divorce, alimony, child custody, child support, rape and many other areas.

The Phoenix Women's Commission 2003-04 focus is on women's health, including domestic violence prevention; quality childcare and elder care; women's economic development, including pay equity; and promoting higher education for girls and women through educational scholarships. For more information on Women's Equality Day, contact the Equal Opportunity Department at 602-261-8242/voice or 602-534-1557/TTY.

Development Services Department

by Anita Clock, training specialist

During the past year, Development Services focused its efforts on the city's new Vision and Value, "We Value and Respect Diversity." We approached this vision and value in a variety of ways. We participated in diversity-related events and celebrations and training programs. And let's not forget - food.

DSD began 2003 by actively participating in the first annual Diversity Celebration. We partnered with Engineering and Architectural Services to create an Americans with Disabilities Act (ADA) demonstration. We built an obstacle course for wheelchairs that represented challenges people face when trying to maneuver a wheelchair. DSD also created a video, capturing the unique cultural and family backgrounds of department employees. Other attractions at the DSD booth included a world map showing employee's birthplaces, a trivia game and a raffle for diversity baskets.

Also featured was the department cookbook, "Diverse and Succulent Dishes." DSD employees contributed more than 50 recipes for the cookbook. The family recipes represented foods from all over the United States, including the Navajo Nation. Other countries represented were Ireland, Canada, Mexico, Guatemala, Germany, Serbia, Yugoslavia, Croatia, Greece, Israel, India and Thailand. Now, that's good eats!

Another way Development Services incorporates food and diversity is through our potlucks. Employees host cultural potlucks quarterly, inviting employees to prepare and taste cuisine from around the world. The potlucks give employees the chance to share and learn from one another.

A unique initiative our department launched is the diversity roundtable discussions. Monthly discussions bring both management and employees to the table to discuss various topics, expanding

their notion of diversity. Topics for the roundtable include the generation gap in the workplace, diversity and conflict, and embracing change.

Additionally, the training section has developed a diversity program designed to explore the topics of discrimination and segregation in the workplace. The program is based on the "Frontline" documentary, "A Class Divided." The film shows the use and effects of an exercise in discrimination based on eye color. The training facilitates a discussion about discrimination and how it relates to today's work environment.

These are a few examples of the activities and events that promote this new vision and value. Development Services strives to meet the diversity needs of its employees through awareness and appreciation. We plan to create more programs, opportunities and events in the future to value and respect diversity.

Phoenix Civic Plaza

by Jan Morgan, public information officer

The proud convention magnet we call Phoenix Civic Plaza is truly a world of its own. The variety of people, the diversity of cultures and the mix of groups who travel into and out of the facility for conventions, trade shows, expositions and more is phenomenal.

The Civic Plaza Department staff always strives to further develop a year-round schedule of multicultural offerings and initiatives with an eye on increasing and expanding the ethnic travel and meetings market. Working closely with the Greater Phoenix Convention & Visitors Bureau's Multi-Cultural Advisory Council, they are at the forefront of an effort that since 1996 has booked more than 100 ethnic conventions and meetings representing nearly 150,000 room nights and a combined economic impact of more than \$100 million.

Thanks to the overwhelming support of Phoenix voters, and approval of additional funding by the Arizona Legislature, Phoenix Civic Plaza's \$600 million

expansion soon will become a reality. When completed, the project will provide a spacious, high-tech and client-friendly facility that can be marketed to 85 percent of all conventions by increasing the current total 302,000 square feet of rentable space to 940,000 square feet and providing the latest infrastructure, technology and services. The total building will encompass almost two million square feet.

The enlarged and improved Civic Plaza will be able to accommodate conventions, shows and meetings, both national and local in scope, at the same time and under the same roof, allowing for greater scheduling flexibility, date availability and the ability for shows to grow and prosper. This expansion will allow for even more multicultural groups to enjoy the wonders of Arizona and the warm hospitality of Phoenix Civic Plaza.

The project will move forward in three phases and is expected to be completed in 2008-2009.

Additionally, the Civic Plaza



Department has an internal link for their employees to a DIVERSITY page that lists upcoming diversity events, such as the "Faces of Diversity" Brown Bag lunch series or any other local Valley diversity events. Employees can access this information from their own computer or supervisors can print and post it on break room bulletin boards for their staff that do not have computer access. The page is updated every Friday by department personnel.

DIVERSITY BROWN BAG SERIES

Upcoming Luncheon Presentations



Why just eat lunch at noontime? Why not go on a cultural journey guaranteed to open your eyes, expand your mind and stir your spirit?

The *Faces of Diversity* Brown Bag lunch series features dynamic people telling their stories about diversity in our community – race, ethnicity, gender issues, disability awareness, religion and more. Presenters range from community activists, civil rights experts and human services professionals to artists, authors and poets.

Bring your lunch and climb aboard for a cultural journey! No reservation is required.

Sept. 19: *"Inside Cuba: A Personal Perspective"*

Eduardo Martinez will share a personal perspective of his life in Cuba. Bob Rink, Through Each Others Eyes Cuba Exchange photographer, will share some of his photos about the country as part of the presentation.

Oct. 24: *African Drums Ensemble*

Dr. Mark Sunkett, a professor of music and an ethnomusicologist from Arizona State University, will lead an African drums ensemble in an interactive session during which he will talk about his research of African-American and African music. Since 1994, Dr. Sunkett has been principal investigator on the "Drums of Senegal Project" that seeks to document musical rhythms, history and performance practices in that West African country.

Nov. 21: *A Japanese American Experience in an Arizona Internment Camp, Part II*

Masaji Inoshita, a Japanese American, will continue the story of his life in the U.S. Army during World War II as an interpreter in Southeast Asia, and where his experiences have led him throughout his life.



Dances of India performers offer a traditional dance



Folklorico Lindo-Y-Querido dance group performs regional dances

Please join us!

Our *Faces of Diversity* Brown Bag lunch presentations are from noon - 1 p.m. in the Phoenix City Council Chambers, 200 W. Jefferson St.

This free lunch series is sponsored by

the Phoenix Human Relations Commission and the Equal Opportunity Department "We're All On The Same Team" program. The program promotes the value of cultural diversity regardless of race, ethnicity, creed or disability, and

creates opportunities for positive exchange among diverse groups.

Call the Equal Opportunity Department at 602-261-8242/voice or 602-534-1557 TTY for more information.

WE'RE ALL ON THE SAME TEAM • WORKING & WINNING TOGETHER

CALENDAR *of events*

SEPTEMBER

16/Tuesday

Certification and Business
Opportunity Workshop, 9:30 a.m.
Burton Barr Central Library
1221 N. Central Ave.

19/Friday

HRC WAOTST "Faces of Diversity"
Brown Bag presentation, noon
City Council Chambers
200 W. Jefferson St.

25/Thursday

Free two-hour fair employment
workshop, 6 p.m.
City Hall - 200 W. Washington St.
assembly rooms

OCTOBER

10/Friday

Arizona Minority Child and Family Network
21st Annual Cultural Diversity Conference
Mesa Community College, 1833 W. Southern Ave.
602-542-8295

14/Tuesday

Certification and Business
Opportunity Workshop, 6 p.m.
City Hall - 200 W. Washington St., assembly rooms

24/Friday

HRC WAOTST "Faces of Diversity"
Brown Bag presentation, noon
City Council Chambers, 200 W. Jefferson St.

30/Thursday

Free two-hour fair housing laws
workshop, 6 p.m.
City Hall - 200 W. Washington St., assembly rooms

*Do you need more information regarding our diversity programs
and future events? Call the diversity hot line at 602-495-2485.*

THE TEAM MISSION

To provide leadership,
information and support
to the public in an effort
to promote cultural,
ethnic and racial harmony
and understanding.

THE TEAM ROSTER

The Diversity Dialogue, a publication serving the interests of the "We're All On The Same Team" Program, is published quarterly by members of the Phoenix Human Relations Commission, the "We're All On The Same Team" Executive Committee and the Equal Opportunity Department. It is distributed to residents, businesses and schools in hopes that our city continues to celebrate cultural diversity.

*Alternate format is available
upon request. Call*

**602-495-2485/voice or
602-534-1557/TTY.**

Web site

phoenix.gov/DIVERSITY/dialogue.html



City of Phoenix

WE'RE ALL ON THE SAME TEAM

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